



**North Carolina Department of Health and Human Services  
Division of Mental Health, Developmental Disabilities and Substance Abuse Services**

3009 Mail Service Center • Raleigh, North Carolina 27699-3009

Advocacy and Customer Services

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Michael F. Easley, Governor  
Carmen Hooker Odom, Secretary

Michael Moseley, Director

August 4, 2005

**MEMORANDUM**

**TO:** LME Directors

**FROM:** W. Denise Baker, Hearing Officer  
Division Affairs Team

Stuart Berde, Team Leader  
Customer Service and Community Rights Team

**RE:** Medicaid Appeals Training Session

The Division of Mental Health, Developmental Disabilities and Substance Abuse Services (DMH/DD/SAS) and the Division of Medical Assistance (DMA) have jointly developed new written materials which comply with the Federal laws protecting Medicaid recipients' right to appeal utilization management decisions regarding Medicaid services. We respectfully request your support in sending key staff from your LME to the training session described below.

On August 30, 2005 the DMH/DD/SAS will present changes and answer questions about the Medicaid Appeals required notification letters and accompanying appeal form. The meeting is scheduled for 10:00 am to 1:00 pm at the Archives Building, 109 East Jones Street, Raleigh 27601. The training session will be conducted by Denise Baker, DMH/DD/SAS Hearing Officer and Stuart Berde, Team Leader, Customer Service and Community Rights Team, Advocacy and Customer Service Section.

The session will be an excellent opportunity to discuss the Medicaid Appeal system and to reiterate the important role that LMEs have in this system. Parking is available directly across from the Archives and History Building.

Please invite the Advocacy and Customer Service Coordinator, Medical Appeals Coordinator and Utilization Management Director to this training session.



If you have questions, please contact John Sullivan, Cindy Koempel or Stuart Berde, Advocacy and Customer Service at 919-715-3197. Thank you for your attention to these changes.

cc: Secretary Carmen Hooker Odom  
Allen Dobson, MD  
Executive Leadership Team  
Management Leadership Team  
State Facility Directors  
Carol Duncan Clayton  
Patrice Roesler  
MH Commission Chair  
Coalition 2001 Chair  
SCFAC Chair

